

## Billing and Payment System

This document will give an overview of the new *Billing and Payment System* used to enter Family Fee Information. This information can be found at: <http://bnp.health.utah.gov>.

## Family Enters Child ID and Family Fee Pin

The parent and/or guardian of a child will begin by registering/enrolling their child in the Billing and Payment System, as shown in Figure 1. The parent and/or guardian will be prompted to enter the “Child ID,” a “Family Fee Pin,” and “Child Birth Date.” To the right, it will give instructions that if you do not have a Child ID or Family Fee Pin to contact your Early Intervention (EI) program.

Figure 1. Billing and Payment Registration/Enrollment

**Child Enrollment Verification**

**Child Enrollment**

Your account does not appear to be paired with a child enrolled in the Baby Watch Early Intervention Program (BWEIP). Pairing with an enrolled child is required to use this system.

To pair your child, please enter the **Child ID**, **Child Birth Date**, and **Family Fee Pin** below, and click "Lookup" to start registration.

**Child ID:\***

**Child Birth Date:\***

**Family Fee Pin:\***

**Lookup**

**Need Help?**

If you **do not have a Child ID or Family Fee Pin** contact your local Early Intervention Program.

[Early Intervention Programs](#)

If your **account has been locked**, contact Baby Watch Early Intervention Program's billing office.

Billing Office: (385) 262-5909, Mon - Thur, 7:30 am - 4:30 pm

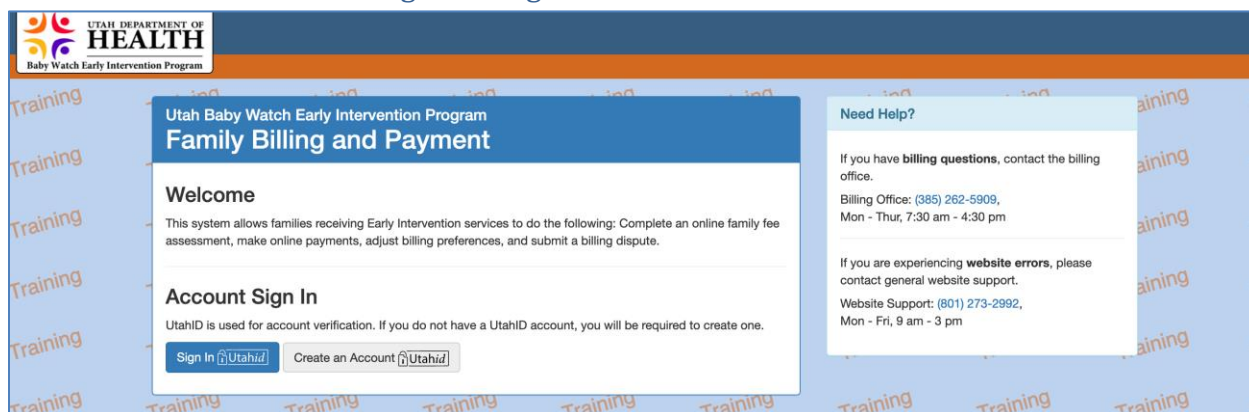
If you are experiencing **website errors**, please contact general website support.

Website Support: (801) 273-2992, Mon - Fri, 9 am - 3 pm

## Family Enters Information

The parent/guardian will be prompted to create an account or sign in. If this is your first attempt, you will need to create an account, as show in Figure 2.

Figure 2. Sign in or Create an Account



**Utah Baby Watch Early Intervention Program Family Billing and Payment**

**Welcome**

This system allows families receiving Early Intervention services to do the following: Complete an online family fee assessment, make online payments, adjust billing preferences, and submit a billing dispute.

**Account Sign In**

UtahID is used for account verification. If you do not have a UtahID account, you will be required to create one.

[Sign In](#) [Create an Account](#)

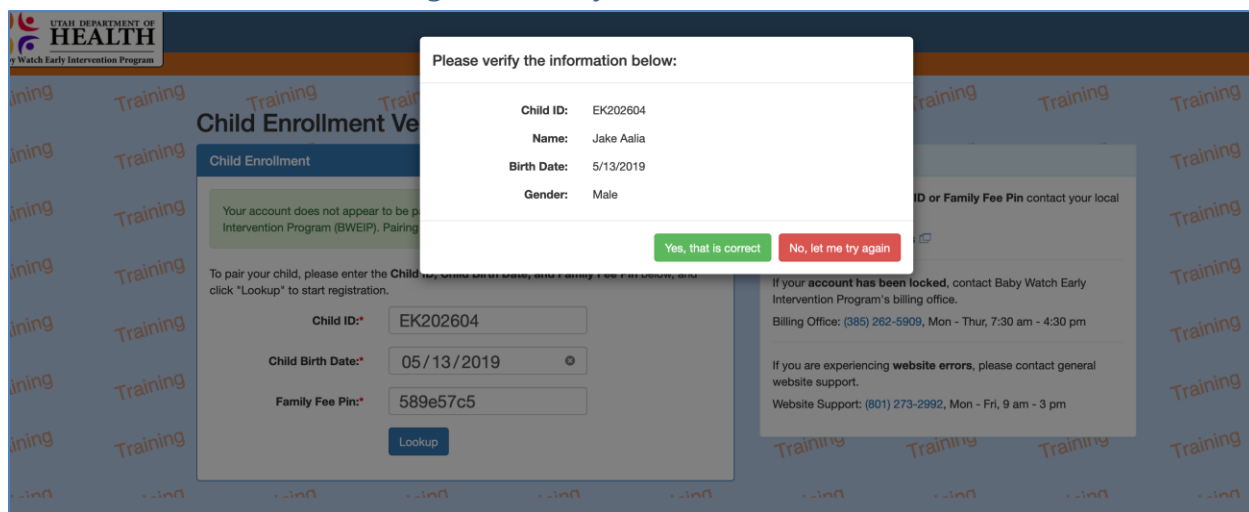
**Need Help?**

If you have **billing questions**, contact the billing office.  
Billing Office: (385) 262-5909, Mon - Thur, 7:30 am - 4:30 pm

If you are experiencing **website errors**, please contact general website support.  
Website Support: (801) 273-2992, Mon - Fri, 9 am - 3 pm

Once the parent and/or guardian has their Child ID, Family Fee Pin, and Child Birth Date, you will click “Lookup.” A pop-up will appear, as shown in Figure 3, to verify the child information.

Figure 3. Verify Child Information



**Please verify the information below:**

Child ID:	EK202604
Name:	Jake Aalia
Birth Date:	5/13/2019
Gender:	Male

[Yes, that is correct](#) [No, let me try again](#)

**Child Enrollment Verification**

Your account does not appear to be paired with your child. To pair your child, please enter the Child ID, Child Birth Date, and Family Fee Pin below, and click "Lookup" to start registration.

Child ID:

Child Birth Date:

Family Fee Pin:

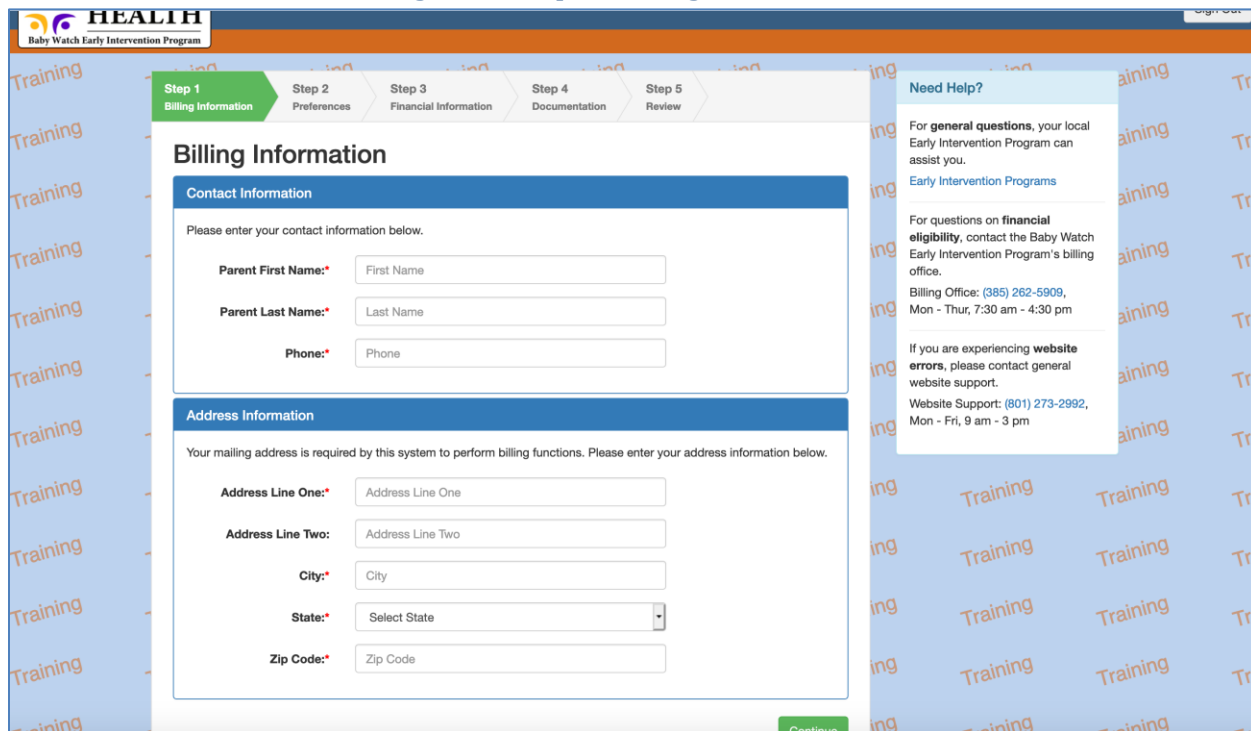
[Lookup](#)

If your account has been locked, contact Baby Watch Early Intervention Program's billing office.  
Billing Office: (385) 262-5909, Mon - Thur, 7:30 am - 4:30 pm

If you are experiencing **website errors**, please contact general website support.  
Website Support: (801) 273-2992, Mon - Fri, 9 am - 3 pm

On Step 1, the parent/guardian will enter in *Billing Information*, as shown in Figure 4.

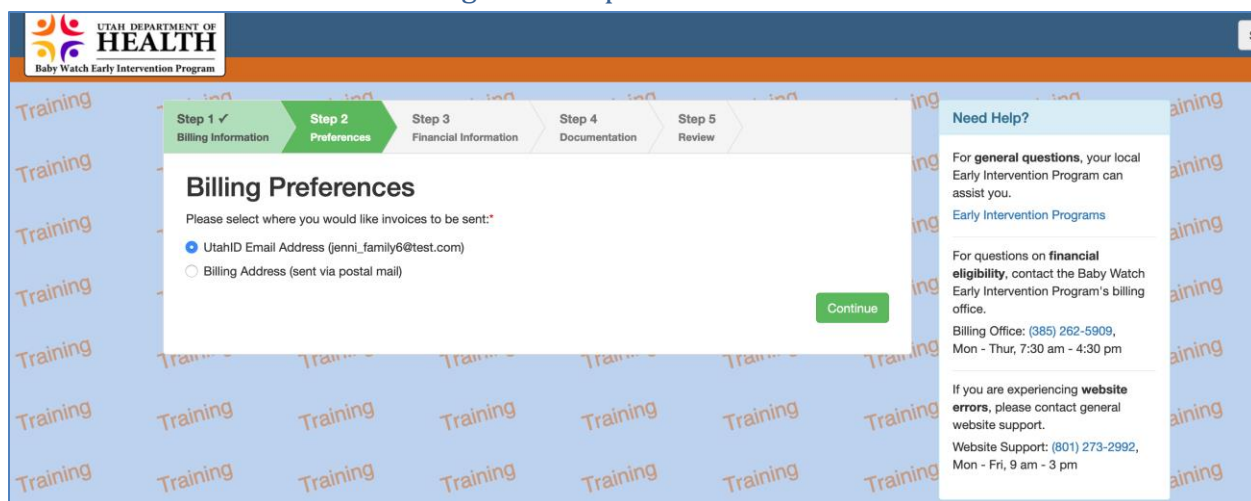
Figure 4. Step 1: Billing Information



The screenshot shows the 'Step 1: Billing Information' form. The form is titled 'Billing Information' and has a progress bar at the top with five steps: Step 1 (Billing Information), Step 2 (Preferences), Step 3 (Financial Information), Step 4 (Documentation), and Step 5 (Review). The form is divided into two sections: 'Contact Information' and 'Address Information'. The 'Contact Information' section has three fields: 'Parent First Name', 'Parent Last Name', and 'Phone'. The 'Address Information' section has five fields: 'Address Line One', 'Address Line Two', 'City', 'State' (a dropdown menu), and 'Zip Code'. A 'Continue' button is at the bottom right. On the right side, there is a 'Need Help?' section with links for general questions, financial eligibility, and website errors.

Next, you will then select your *Preference* for billing (where you want the invoice(s) sent.) You will choose email or post mail, as shown in Figure 5.

Figure 5. Step 2: Preferences



The screenshot shows the 'Step 2: Preferences' form. The form is titled 'Billing Preferences' and has a progress bar at the top with five steps: Step 1 (Billing Information), Step 2 (Preferences), Step 3 (Financial Information), Step 4 (Documentation), and Step 5 (Review). The form has one section: 'Billing Preferences'. It asks the user to select where they would like invoices to be sent. There are two radio buttons: 'UtahID Email Address (jenni\_family6@test.com)' and 'Billing Address (sent via postal mail)'. A 'Continue' button is at the bottom right. On the right side, there is a 'Need Help?' section with links for general questions, financial eligibility, and website errors.

Next, you will enter in *Financial Information*. This step may be skipped if the parent/guardian has already provided financial information to your EI program via an IFSP. You can also select to update your financial information, as shown in Figure 6.

Figure 6. Step 3: Financial Information

The screenshot shows the 'Financial Information' step of a five-step process. The steps are: Step 1 ✓ Billing Information, Step 2 ✓ Preferences, Step 3 Financial Information (highlighted), Step 4 Documentation, and Step 5 Review. The main content area is titled 'Financial Information' and contains a blue box stating 'Active Individualized Family Service Plan (IFSP) found'. Below this, it says: 'It appears that you have an active IFSP that is valid until 1/29/2021 and have already provided financial information to an early intervention program. You may skip Steps 3 and 4 if desired. You will be required to resubmit financial information at the time of your annual IFSP review. If your financial situation has changed since you last provided the information, you should update it now.' There are two radio button options: 'My financial information hasn't changed (skip Steps 3 and 4)' and 'Update financial information now'. A green 'Skip Steps' button is at the bottom right. On the right side, there is a 'Need Help?' section with contact information for general questions, financial eligibility, and website errors.

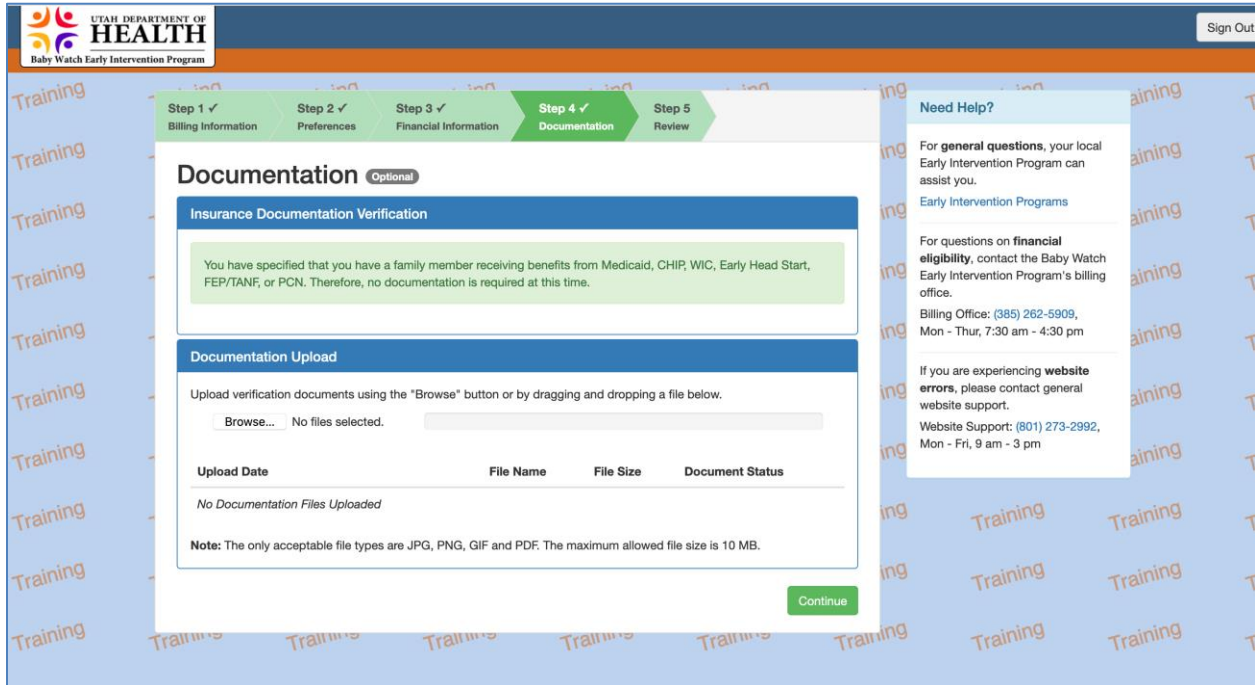
Depending on what you selected, more options will become available for the parent/guardian to enter in financial information, as shown in Figure 7.

Figure 7. Step 4: Updated Financial Information

The screenshot shows the 'Financial Information' step with the 'Update financial information now' option selected. The main content area is titled 'Financial Information' and contains a blue box stating 'Active Individualized Family Service Plan (IFSP) found'. Below this, it says: 'It appears that you have an active IFSP that is valid until 1/29/2021 and have already provided financial information to an early intervention program. You may skip Steps 3 and 4 if desired. You will be required to resubmit financial information at the time of your annual IFSP review. If your financial situation has changed since you last provided the information, you should update it now.' There are two radio button options: 'My financial information hasn't changed (skip Steps 3 and 4)' and 'Update financial information now' (selected). A green 'Skip Steps' button is at the bottom right. Below this is a 'Financial Information Disclaimer' section with a green 'Continue using Opt-Out' button. At the bottom is a 'Program Benefit Information' section with a question: 'Do you have any family members on Medicaid, CHIP, WIC, Early Head Start, FEP/TANF or PCN?' with 'Yes' and 'No' radio button options. On the right side, there is a 'Need Help?' section with contact information for general questions, financial eligibility, and website errors.

The parent/guardian can upload any documents as needed. This step is optional, as shown in Figure 8.

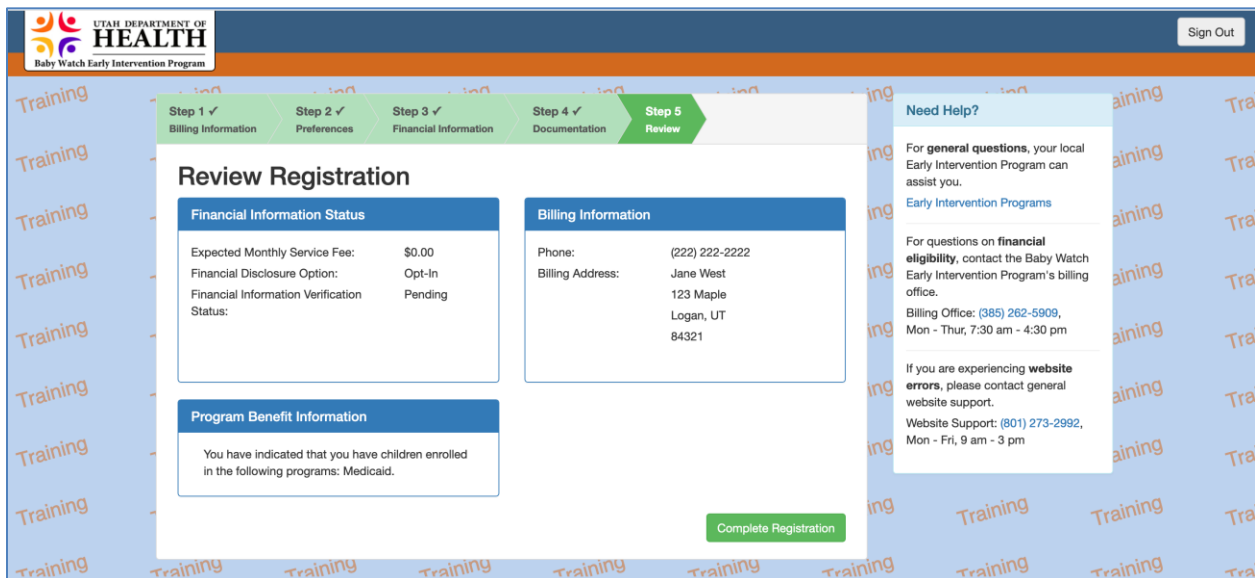
Figure 8. Step 4: Documentation



The screenshot shows the 'Documentation' step of the registration process. The progress bar at the top indicates that Steps 1 through 4 are completed, and Step 5 (Review) is the next step. The main content area is titled 'Documentation' and includes a sub-section 'Insurance Documentation Verification' with a message: 'You have specified that you have a family member receiving benefits from Medicaid, CHIP, WIC, Early Head Start, FEP/TANF, or PCN. Therefore, no documentation is required at this time.' Below this is the 'Documentation Upload' section, which allows users to upload verification documents using a 'Browse...' button or by dragging and dropping a file. A table below the upload section shows 'No Documentation Files Uploaded' with columns for 'Upload Date', 'File Name', 'File Size', and 'Document Status'. A note specifies that acceptable file types are JPG, PNG, GIF, and PDF, with a maximum file size of 10 MB. A 'Continue' button is located at the bottom right of the main content area. On the right side, there is a 'Need Help?' sidebar with contact information for general questions, financial eligibility, and website support.

In step 5, the parent/guardian will review the information entered, as shown in Figure 9, and click “Complete Registration.”

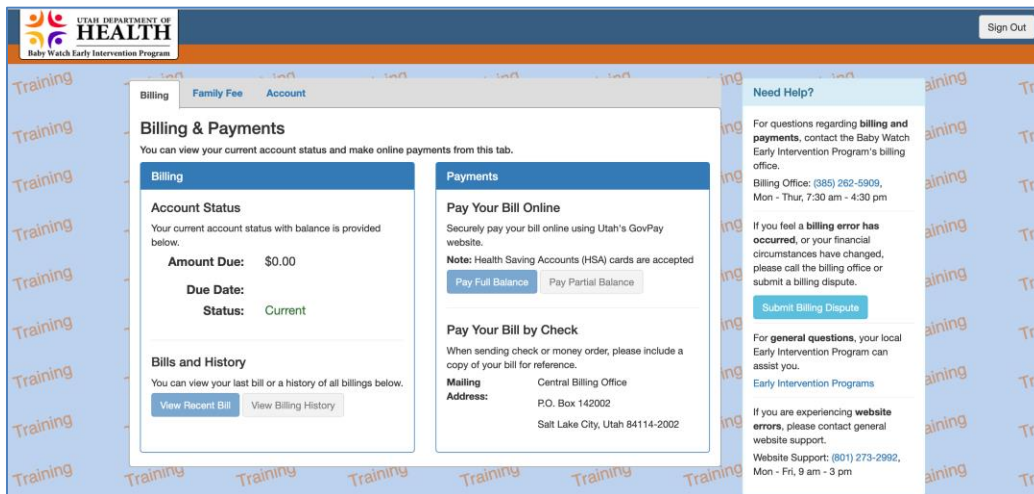
Figure 9. Step 5: Review



The screenshot shows the 'Review Registration' step of the registration process. The progress bar at the top indicates that Steps 1 through 5 are completed. The main content area is titled 'Review Registration' and displays three sections: 'Financial Information Status', 'Billing Information', and 'Program Benefit Information'. The 'Financial Information Status' section shows: Expected Monthly Service Fee: \$0.00, Financial Disclosure Option: Opt-In, and Financial Information Verification Status: Pending. The 'Billing Information' section shows: Phone: (222) 222-2222, Billing Address: Jane West, 123 Maple, Logan, UT 84321. The 'Program Benefit Information' section shows: You have indicated that you have children enrolled in the following programs: Medicaid. A 'Complete Registration' button is located at the bottom right of the main content area. On the right side, there is a 'Need Help?' sidebar with contact information for general questions, financial eligibility, and website support.

The parent/guardian will then be on the dashboard you will see from this point on after you sign on to the Billing and Payment System. Here you can view/edit Billing information, Family Fee information, and Account information, as shown in Figure 10. The “Billing” tab is where the parent/guardian can view the amount due, due date, billing history, and make payments (partial or full payments).

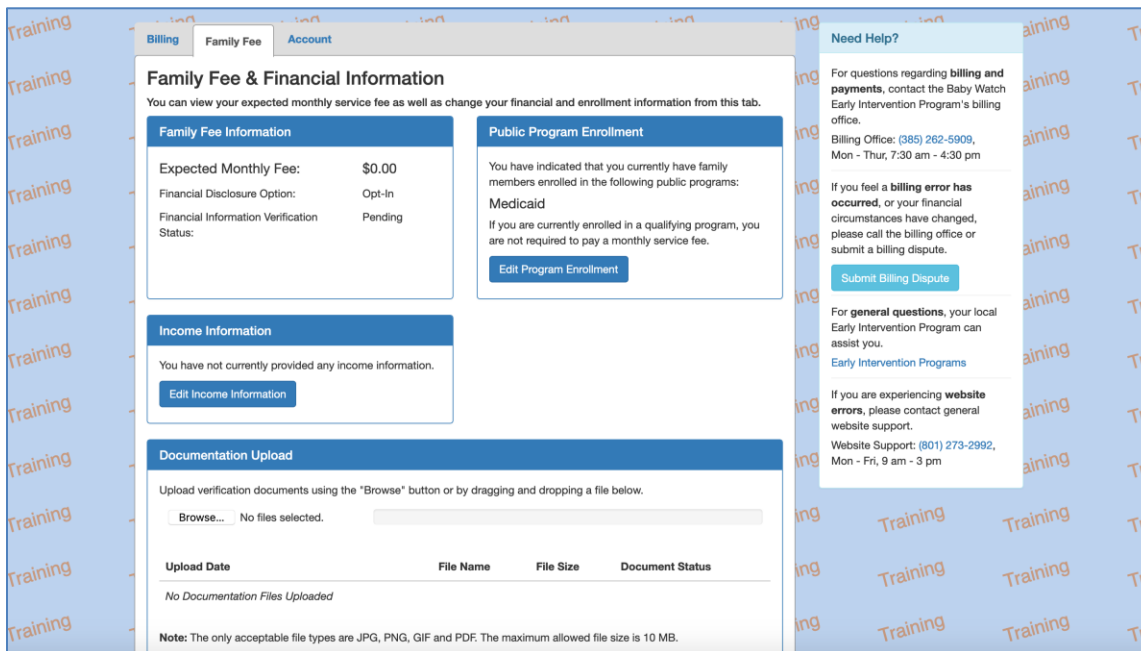
Figure 10. Dashboard



The screenshot shows the 'Billing & Payments' dashboard. At the top, there's a header with the Utah Department of Health logo and a 'Sign Out' button. Below the header, there are three tabs: 'Billing', 'Family Fee', and 'Account'. The 'Billing' tab is selected. The main content area is divided into two columns. The left column, titled 'Billing & Payments', contains an 'Account Status' section showing 'Amount Due: \$0.00', 'Due Date', and 'Status: Current'. Below this is a 'Bills and History' section with buttons for 'View Recent Bill' and 'View Billing History'. The right column, titled 'Payments', contains a 'Pay Your Bill Online' section with buttons for 'Pay Full Balance' and 'Pay Partial Balance', and a 'Pay Your Bill by Check' section with a mailing address. On the far right, there is a 'Need Help?' sidebar with contact information for the Billing Office and website support.

The “Family Fee” tab can be edited if needed. This information came from the steps above entered during registration. Figure 11 shows the “Family Fee” tab.

Figure 11. Family Fee Tab

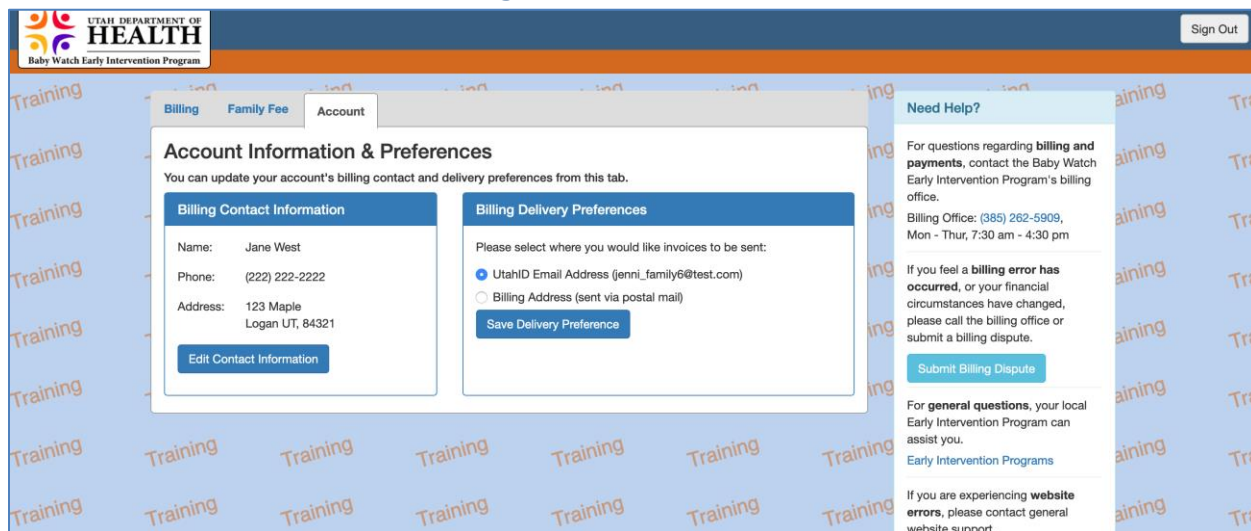


The screenshot shows the 'Family Fee & Financial Information' tab. At the top, there's a header with the Utah Department of Health logo and a 'Sign Out' button. Below the header, there are three tabs: 'Billing', 'Family Fee', and 'Account'. The 'Family Fee' tab is selected. The main content area is divided into three columns. The left column, titled 'Family Fee Information', contains an 'Expected Monthly Fee' section showing '\$0.00', a 'Financial Disclosure Option' section showing 'Opt-In', and a 'Financial Information Verification Status' section showing 'Pending'. Below this is an 'Income Information' section with a button for 'Edit Income Information'. The middle column, titled 'Public Program Enrollment', contains a 'Medicaid' section with a button for 'Edit Program Enrollment'. The right column, titled 'Documentation Upload', contains a section for uploading verification documents with a 'Browse...' button and a table for 'Upload Date', 'File Name', 'File Size', and 'Document Status'. On the far right, there is a 'Need Help?' sidebar with contact information for the Billing Office and website support.



The “Account” tab may be edited by the parent/guardian if billing contact information has changed or you prefer a different billing delivery, as shown in Figure 12.

Figure 12. Account Tab



UTAH DEPARTMENT OF HEALTH  
Baby Watch Early Intervention Program

Sign Out

Billing Family Fee Account

### Account Information & Preferences

You can update your account's billing contact and delivery preferences from this tab.

#### Billing Contact Information

Name: Jane West

Phone: (222) 222-2222

Address: 123 Maple  
Logan UT, 84321

Edit Contact Information

#### Billing Delivery Preferences

Please select where you would like invoices to be sent:

☒ UtahID Email Address (jenni\_family6@test.com)

☐ Billing Address (sent via postal mail)

Save Delivery Preference

#### Need Help?

For questions regarding **billing and payments**, contact the Baby Watch Early Intervention Program's billing office.

Billing Office: (385) 262-5909, Mon - Thur, 7:30 am - 4:30 pm

If you feel a **billing error has occurred**, or your financial circumstances have changed, please call the billing office or submit a billing dispute.

Submit Billing Dispute

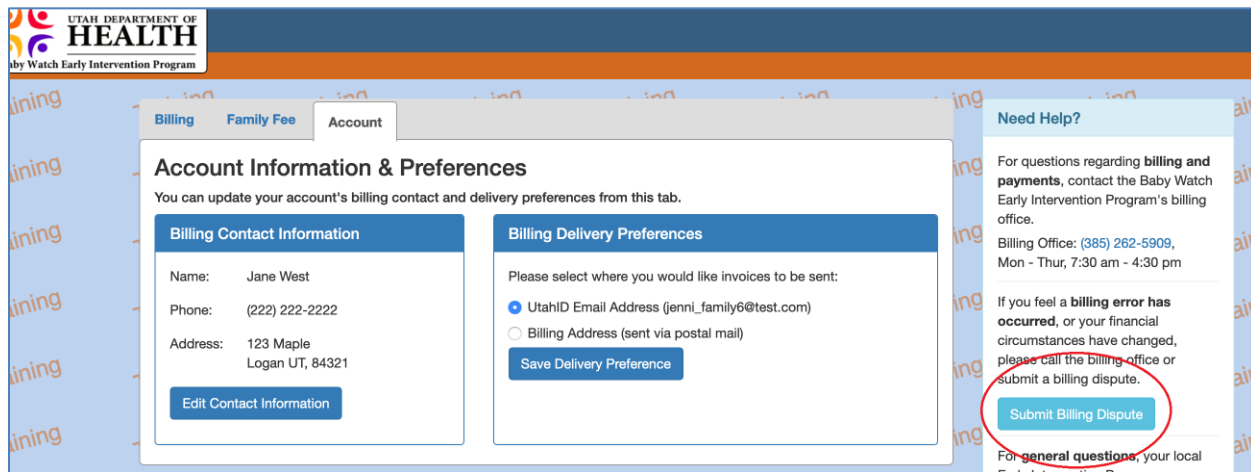
For **general questions**, your local Early Intervention Program can assist you.

Early Intervention Programs

If you are experiencing **website errors**, please contact general website support.

The parent/guardian may also submit a “Billing Dispute,” as shown in Figure 13 and enter any information on the pop-up, as shown in Figure 14.

Figure 13. Submit Billing Dispute



UTAH DEPARTMENT OF HEALTH  
Baby Watch Early Intervention Program

Billing Family Fee Account

### Account Information & Preferences

You can update your account's billing contact and delivery preferences from this tab.

#### Billing Contact Information

Name: Jane West

Phone: (222) 222-2222

Address: 123 Maple  
Logan UT, 84321

Edit Contact Information

#### Billing Delivery Preferences

Please select where you would like invoices to be sent:

☒ UtahID Email Address (jenni\_family6@test.com)

☐ Billing Address (sent via postal mail)

Save Delivery Preference

#### Need Help?

For questions regarding **billing and payments**, contact the Baby Watch Early Intervention Program's billing office.

Billing Office: (385) 262-5909, Mon - Thur, 7:30 am - 4:30 pm

If you feel a **billing error has occurred**, or your financial circumstances have changed, please call the billing office or submit a billing dispute.

Submit Billing Dispute

For **general questions**, your local Early Intervention Program can assist you.

Early Intervention Programs

If you are experiencing **website errors**, please contact general website support.

Figure 14. Billing Dispute Form

The screenshot shows a web page with a dark blue header and a sidebar on the left. The sidebar contains the 'LTH' logo, 'Billing' and 'Family' tabs, and an 'Account' section with fields for Name, Phone, and Address, and an 'Edit Contact' button. The main content area is partially visible on the right. Overlaid on this is a white 'Billing Dispute' form with a close button (X) in the top right corner. The form contains the following text and elements:

**Billing Dispute**

If you feel a billing error has occurred, or your financial circumstances have changed, use this form to submit an online billing dispute.

To help us resolve your issue quickly, please include information such as the following:

- Billing discrepancy
- Payment amounts and dates
- Months that services were received
- Description of change in financial circumstances

**Reason for Billing Dispute**

A large text input area for the reason for the dispute.

At the bottom right of the form are two buttons: a green 'Submit' button and a grey 'Cancel' button.